

Hi Carole,  
Steve is going to check this out and let us know what he finds.  
Thanks,  
Dave

(b)(6); Contractor Info: Name  
of Non-Key Personnel

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PLEASE MAKE NOTE OF MY NEW EMAIL ADDRESS

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**From:** Harman, Carole (NIH/OD/ORS) [E] [<mailto:harmanc@ors.od.nih.gov>]  
**Sent:** Wednesday, December 9, 2020 10:30 AM  
**To:** (b)(6); Contractor Info: [redacted]  
**Cc:** Mason, Russell (NIH/OD/ORS) [E]; Crawford, John (NIH/OD/ORS) [E]; Griggs, Christine (NIH/OD/ORS) [E]; Taylor, Rodney (NIH/OD/ORS) [E]  
**Subject:** Vending issues at Building 10

Hi (b)(6);

I know we have discussed the issues with the vending machines at Building 10 on the 2<sup>nd</sup>, 3<sup>rd</sup> and 5<sup>th</sup> floors in the past. I thought they were fixed but we are continuing to have issues with those vending machines. The complaints have now moved up the food chain. We would like an explanation in writing what the problem is and how it can be resolved.

See one of the complaints we received below -

I have called numerous times about the vending machines on the 2<sup>nd</sup>, 3<sup>rd</sup>, and 5<sup>th</sup> Floors. The same problems continue with most or all of the machines. I strongly suggest that someone goes around to each of these vending machines and experiences what I have experienced for months and months. This past weekend I worked 12 hours on Saturday, 6am to 6pm, and I struggled to find a machine that would accept my credit card. The soda machines outside the 2<sup>nd</sup> floor cafeteria are not working properly. One only takes cash, and the other one will not accept my credit card.

One time after swiping numerous times it did finally work, but I didn't have the patience this weekend. And the healthier snack machine will reject your card numerous times and then finally authorize it and you can get your food. The snack machine on the 5<sup>th</sup> Floor next to the 5SW Day Hospital will not accept cards. It continues to say "too many attempts" or something like that.

This problem has existed for months and months. I have witnessed various people